

# **Health Home Learning Collaborative**

Person-Centered Planning  
Philosophy  
August 2021

# This training is a collaborative effort between the Managed Care Organizations and Iowa Medicaid Enterprise

## Iowa Medicaid Enterprise

Pamela Lester

[plester@dhs.state.ia.us](mailto:plester@dhs.state.ia.us)

Heidi Weaver

[hweaver@dhs.state.ia.us](mailto:hweaver@dhs.state.ia.us)

LeAnn Moskowitz

[lmoskow@dhs.state.ia.us](mailto:lmoskow@dhs.state.ia.us)

## Amerigroup

Sara Hackbart

[sara.hackbart@amerigroup.com](mailto:sara.hackbart@amerigroup.com)

David Klinkenborg

[david.klinkenborg@amerigroup.com](mailto:david.klinkenborg@amerigroup.com)

Emma Badgley

[emma.badgley@amerigroup.com](mailto:emma.badgley@amerigroup.com)

## Iowa Total Care

Bill Ocker

[Bill.J.Ocker@IowaTotalCare.com](mailto:Bill.J.Ocker@IowaTotalCare.com)

Tori Reicherts

[Tori.Reicherts@iowatotalcare.com](mailto:Tori.Reicherts@iowatotalcare.com)

# AGENDA

Introductions

Person-Centered Planning Philosophy.....Tori Reicherts, ITC

Open Discussion.....All

Upcoming Topics:

- *September 2021: Fall Face-to-Face Learning Collaborative*
- *November 15, 2021: Grievance, Appeals, Member Rights, and Guardianship*
- *December 20, 2021: Member benefits and community resources*

# Logistics

- Mute your line
- Do not put us on hold
- We expect attendance and engagement
- Type questions in the chat as you think of them and we will address them at the end.

# Learning Objectives for Person-Centered Planning

Participants will learn the

- Philosophy of
- Definition of
- Importance of
- Principles of
- Types of Tool



# Philosophy

- Time needed to learn what is important to the member and to support the member in having control over the process and content
- Strengths-based development, language, and writing
- Commitment to the member
- An individual-driven process that includes people who the member wants involved in the planning process
- A plan that the member cares about and includes the goals of the member in his or her own words

# What is Person-Centered Planning

- Way of discovering how a person wants to live their life and what is required to make that possible
- Primary focus is the person
- Focuses on what is important to the member
- It is a balance between important to and important for



# Important To

- Makes you fulfilled, satisfied, content, comforted, happy
- Status/Control
- Relationships
- Things they like
  - Activities
  - People
  - Rhythm pace of life
  - Rituals/Routines

# Important For

- Daily routines
- Safety
- Health
- Free from Fear
- Prevention of illness
- Treatment of illness/medical conditions
- Promotion of wellness



# Why Person-Centered Planning

- Members feel respected
- Engages members in their own health care
- Improves care
- Utilizes strength-based philosophy
- It's the right thing to do



# Principles Of

- Personalized
- Coordinated
- Enabling
- The person is treated with dignity, compassion and respect

# Respect

- Need to get to know the member
- Recognize their qualities
  - Own values
  - Own beliefs
  - Own boundaries
  - Own perspectives

# Dignity

- Communicating respectfully
- Listen to what they say
- Use their input
- Maintain dignity and avoid embarrassment or shaming

# Why.....

- Person is at the center
  - Live the life they want
  - Celebrate things
  - Aspire to improve
  - Change what's not working

# Person-Centered Approach

- Talking with member instead about them
- Planning and brainstorm with member
- Supports the individual rather than service
- Focus is on abilities and skills

# Traditional Care Vs. Person-Centered Care

Traditional Care
Deficit Based
Focused on Fixing problems
Professional make decisions
Control: is with professionals
Goals decided for
Stabilization is result
Fit person and treatment into program

Person-Centered
Strength-based
Focused on supporting in learning skills
Person makes decisions
Control: partnership/shared decision making
Driven by individual's goals
Quality of life
Individualized

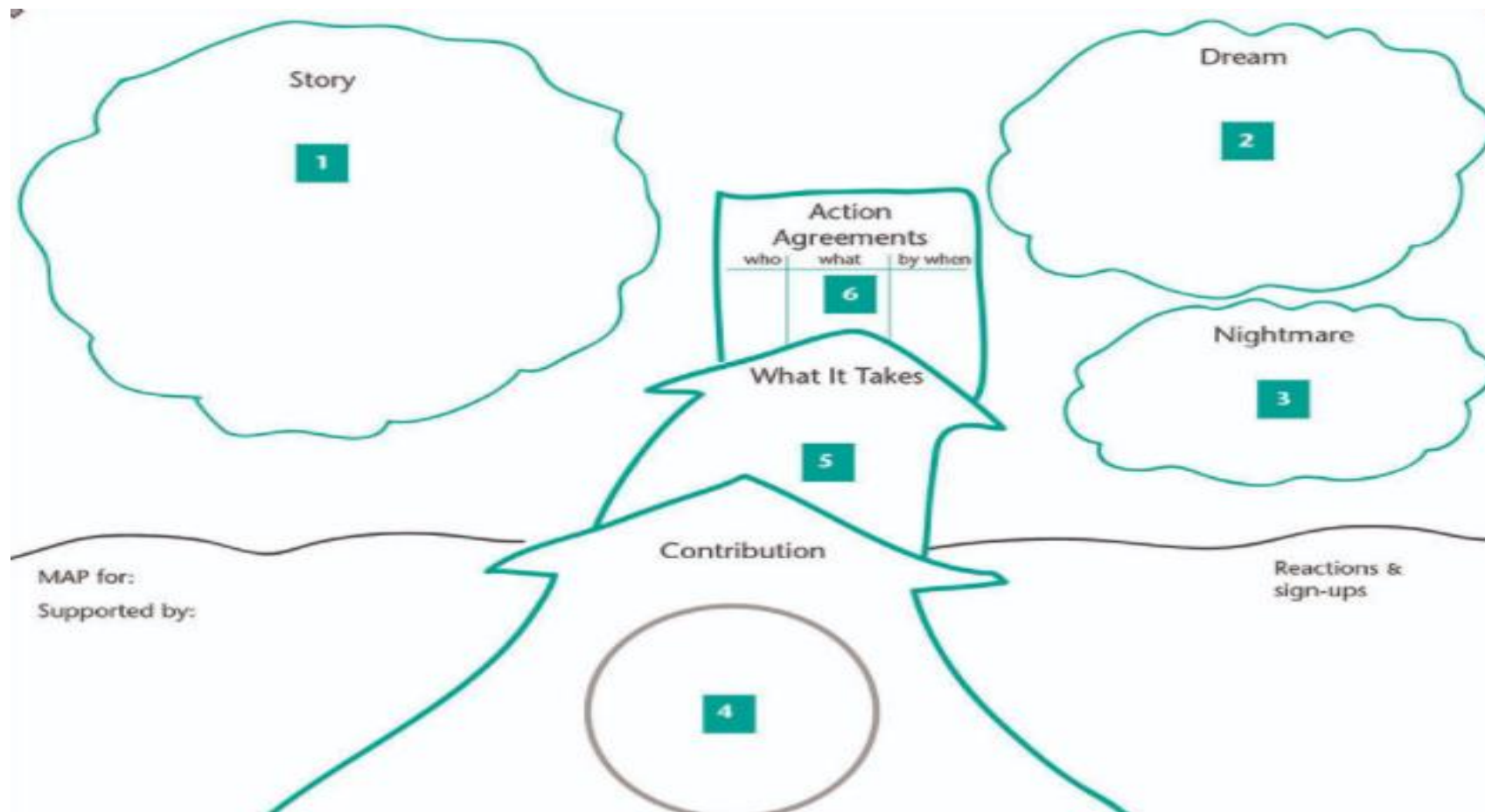
# Tools of Person-Centered Plans



# MAPS (Making Action Plans)

- Way to get to know the person in schools, communities and life
- Process to help share their life story
- Explores their dreams and honors their dreams
- Key questions asked/reviewed
  - History
  - Dream
  - Nightmare
  - Strengths
  - Needs

# MAPS Example



# PATH (Planning Alternative Tomorrow with Hope)

- Planning and problem solving strategy.
- Looks at the dream and plans backwards to the present
- Focuses on ideals, values, passions and dreams
- Outcomes
  - Shared vision
  - Commitment to invest
  - Sense of how to accomplish

# Essential Lifestyle Planning

- Discover what is important to person and what others need to know to support the person
- Requires the perspective of others, their stories about good and bad days and what they like and admire about the person
- Involves listening to and understanding the individual

# Learning Wheel



# Personal Futures Planning (PFP)

- Process for team to plan for next stage
- Focus on future
- Components include:
  - Strength and interests
  - Dream for the future
  - Important people in their life
  - Resources available
  - Challenges or obstacles

# Group Action Planning (GAP)

- 5 components
  - Inviting support
  - Creating Connections
  - Envisioning great expectations
  - Solving problems
  - Celebrating success

# Wellness Recovery Action Plan (WRAP)

- Focus on prevention and wellness for physical, mental health and life issues
- Goal is to get well, stay well and live their life the way they want
- Recovery Concepts
  - Hope
  - Personal Responsibility
  - Education
  - Self Advocacy
  - Support



# 4+1 Questions

What Have you tried?

What have you learned?



What are you pleased about?

What are you concerned  
about?

What will you do next?

# Working & Not Working

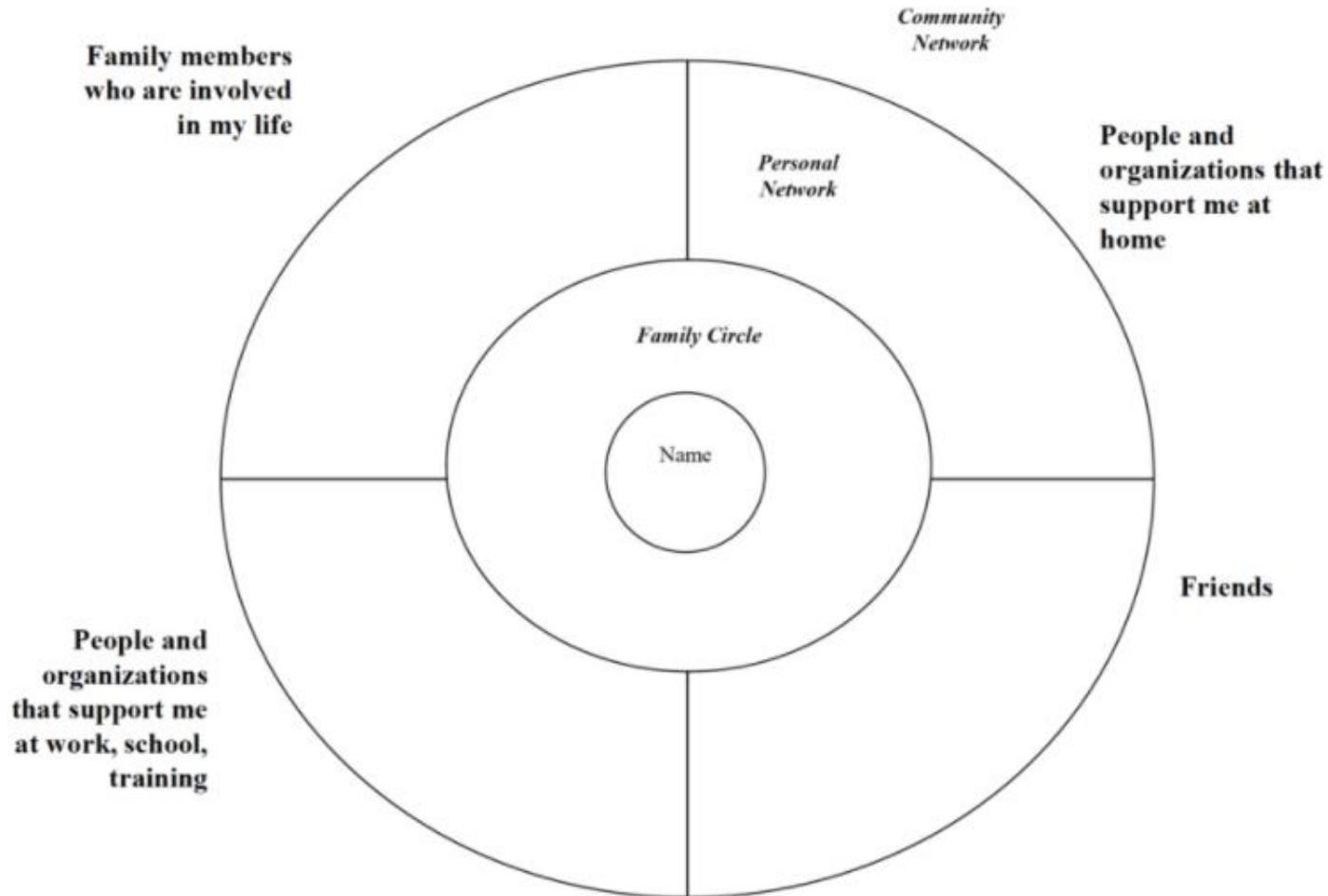
- Way to see where the team is aligned and different
- Once differences are identified, then you have a starting point to help get realigned

 What's working?	 What's not working?
the person	
family	
staff	
What needs to happen next to build on what's working and change what's not working?	

# Relationship Maps

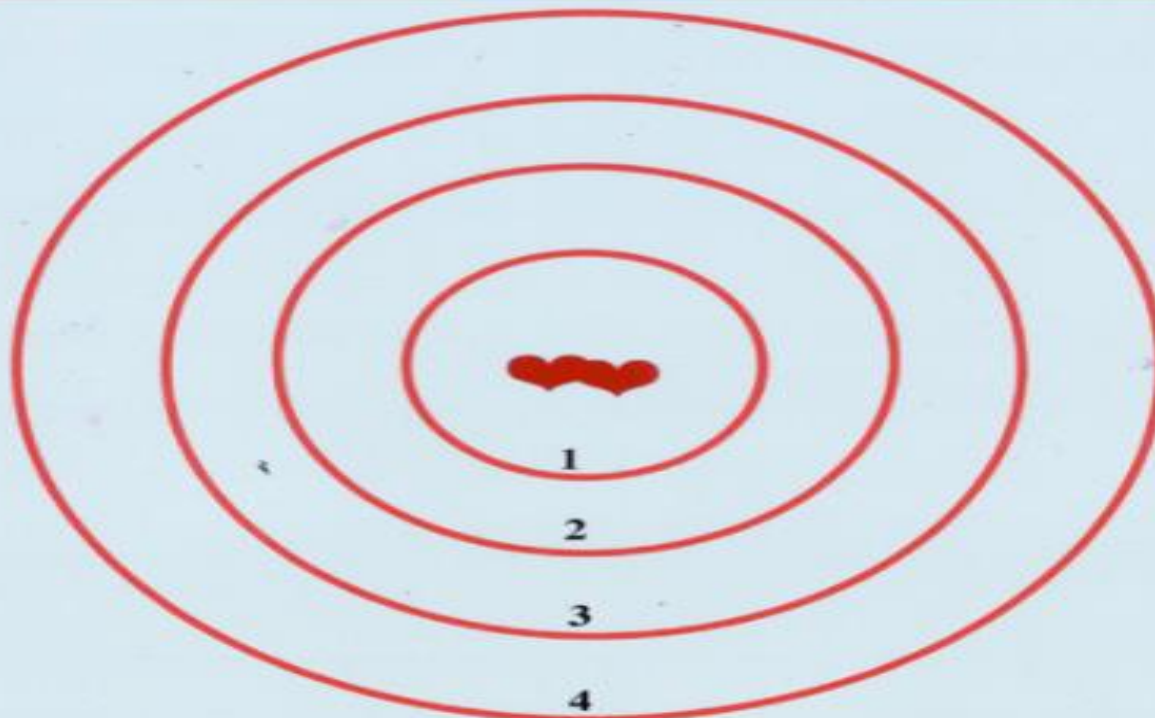
- Identify the people in the person's life and their importance
- The person is always in the center of the circle

# Person-Centered Planning Relationship Map



# Circle of Support (Friends)

Fill Circles from the OUTSIDE - IN



**First Circle:** Circle of INTIMACY  
**Second Circle:** Circle of FRIENDSHIP  
**Third Circle:** Circle of PARTICIPATION  
**Fourth Circle:** Circle of EXCHANGE

©1994 Forest, Snow & Pearpoint, Inclusion Press

**Inclusion Press**  
24 Thorne Cres.  
Toronto, Ont. Canada M6H 2S5

# Routines & Rituals

## Routines

- ✓ Do without thinking
- ✓ Don't require focus
- ✓ Include going to work, preparing for bedtime, etc.

## Rituals

- ✓ Meaningful activities
- ✓ Often require us to focus
- ✓ Purpose can be for relaxation, enjoyment, nourishment, etc.

# Good Day / Bad Day





# Learning Log

- Not a behavior plan
- Capture learning as it happens
- Assists with planning while supporting the member

# Learning Log

Learning Log				
Date	What did the person do?	Who was there?	What did you learn about what worked well?	What did you learn about what didn't work?
<p>What does this mean we need to keep doing or do differently?</p>				

# Video & Summary

- [Michael Smull - Definitions. What is meant by person centred approaches, thinking and planning? - Bing video](#)
- Person is the at the center of the process – not just at the meetings
- Family members and friends are full partners
- Reflects capacities, important to the person for now and future, specifies supports needed for a valued community life
- Builds a shared commitment to action that upholds the person's rights/dreams
- Leads to continual listening, learning and action that supports the person in a community life that reflects needs and preferences

# PCSP Tips - CMS

- <https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/Downloads/key-messages-Person-Centered-Service-Plans-%5BSeptember-2015%5D.pdf>

# Resources

The Learning Community for Person-Centered Planning

<https://www.tlcpcp.com>

Medicaid - Person Centered Service Planning – Steps to Creating a Statewide Person-Centered Service Planning System April 2019

[Steps to Creating a Statewide Person-Centered Service Planning System Slide Deck \(medicaid.gov\)](#)

Medicaid - Person Centered Service Planning System-Wide Person Centered Planning May 2016

[Slide 1 \(medicaid.gov\)](#)

Person-Centered Service Plan – Chapter 90

<https://www.legis.iowa.gov/docs/ACO/chapter/441.90.pdf>

The Centers for Medicare and Medicaid Services (CMS) Person-Centered service plan for each individual receiving Medicaid HCBS

<https://youtu.be/ARVcTFeJSP0>

Accend Services

<http://www.accendservices.com>

# Q & A



# Thank you!